DETAILED ACTION

This office action is responsive to amendment filed on 04/04/2011.

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the

changes and/or additions be unacceptable to applicant, an amendment may be

filed as provided by 37 CFR 1.312. To ensure consideration of such an

amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone

interview with Mr. Andrew R. Ralston on 05/02/2011.

The application has been amended as follows:

IN THE CLAIMS:

Claims 1- 47: Cancelled

48. (Currently Amended) An automated method of a service provider

establishing broadband service with a subscriber, comprising the steps of:

receiving an order for broadband service from said subscriber, including

establishing a control dialog between an automation server and a subscriber

computer, said establishing including providing an automation agent to said

subscriber, said automation agent being ~~capable of configuring~~ **configured to**

configure said subscriber computer to initiate a control dialog with said

automation server, wherein said order includes a service option;

configuring said automation agent to execute a configuration workflow,

including transmitting said workflow to said automation agent via said control

dialog, said workflow being based on said service option and including conditions

for said subscriber computer to operate over said broadband service, said

automation agent being further ~~capable of performing~~ **configure to perform**

said workflow and to determine broadband service availability information;

configuring physical assets of a broadband network by employing said

automation server to receive said service availability information from said

automation agent, and to configure said physical assets based on said order and

said service availability information;

configuring said subscriber computer by providing to said automation

agent, via said control dialog, subscriber and broadband modem configuration

information, wherein said automation agent is further ~~capable of provisioning~~

configured to provision said subscriber computer and said broadband modem

according to said configuration information; and transmitting to said automation

agent a copy of an extensible service location map of an extensible service bus,

wherein said extensible service location map includes a listing of a plurality of

extensible services included on said extensible service bus and server location

information corresponding to each extensible service of the listing.

49. (Previously Presented) The method as recited in Claim 48, further

comprising the step of upgrading said broadband network to add a geographic

region that includes said subscriber, thereby newly enabling said subscriber for

broadband network access.

50. (**Previously Presented**) The method as recited in Claim 49, wherein establishing said control dialog further includes said automation server accessing a broadband deployment database updated after said upgrading.

51. (Previously Presented) The method as recited in Claim 48, wherein said service provider provides said automation agent via an internet download to said subscriber.

52. (Previously Presented) The method as recited in Claim 48, wherein said service provider provides said automation agent to a computer manufacturer for preloading on said subscriber computer.

53. (Previously Presented) The method as recited in Claim 48, wherein said automation agent is ~~capable of configuring~~ **configured to configure** said subscriber computer for a baseline network access method to conduct said control dialog.

54. (Previously Presented) The method as recited in Claim 48, wherein receiving said order includes said service provider advertising, via said automation agent, said broadband service to said subscriber.

55. (Previously Presented) The method as recited in Claim 48, wherein said control dialog includes said automation server receiving a status from said automation agent resulting from executing said workflow, and said automation server updates a subscriber profile database with said status.

56. (Previously Presented) The method of claim 48, wherein said broadband network is a DSL network.

57. (Previously Presented) The method of claim 56, wherein said workflow includes using a narrowband modem to contact a DSL line qualification server to test a physical line outside the scope of said broadband network, and wherein said service availability information includes DSL subscriber loop characteristics associated with said physical line.

58. (Previously Presented) The method of claim 48, wherein said broadband network is a cable network.

59. (Previously Presented) The method of claim 58, wherein said workflow includes detecting a carrier signal from said cable network and attempting to communicate with said automation server via said cable network, and said service availability information includes a signal strength of said carrier signal or an error code resulting from said attempt.

60. (Previously Presented) The method of claim 48, wherein said broadband network is an ISDN network.

61. (Previously Presented) The method of claim 48, wherein said broadband network is a wireless network.

62. (Currently Amended) An automated method of establishing broadband service between a subscriber and a service provider, comprising the steps of:

providing an order for broadband service from said subscriber, including establishing a control dialog between an automation server and a subscriber computer, said establishing including receiving an automation agent from said service provider, said automation agent being ~~capable of configuring~~ **configured**

to configure said subscriber computer to initiate a control dialog with said

automation server over a network, wherein said order includes a service option;

performing a configuration workflow received from said automation server

via said control dialog, said workflow based on said service option and including

conditions for said subscriber computer to operate over said broadband service,

said performing including determining broadband service availability information;

configuring said subscriber computer by receiving from said automation

server via said control dialog subscriber and broadband modem configuration

information, wherein said automation agent is further ~~capable of provisioning~~

configured to provision said subscriber computer and said broadband modem

according to said configuration information; and

transmitting to said automation agent a copy of an extensible service

location map of an extensible service bus, wherein said extensible service

location map includes a listing of a plurality of extensible services included on

said extensible service bus and server location information corresponding to

each extensible service of the listing.

63. (Previously Presented) The method as recited in Claim 62, wherein

said automation agent is configured to instruct a cable modem connected to said

subscriber computer to detect a carrier signal from said network.

64. (Previously Presented) The method as recited in Claim 62, wherein

said automation agent is configured to command a narrowband modem

connected to said subscriber computer to test a physical line outside the scope of

a broadband network.

65. (Previously Presented) The method as recited in Claim 62, wherein said automation agent is configured to receive from said automation server broadband modem provisioning and configuration information.

66. (Previously Presented) The method as recited in Claim 62, wherein said automation agent collects a status resulting from executing said workflow, and provides said status to said automation server via said control dialog.

67. (Previously Presented) The method of claim 62, wherein said network is a broadband DSL network.

68. (Previously Presented) The method of claim 67, wherein said network is a broadband network, and said workflow includes using a narrowband modem to contact a DSL line qualification server to test a physical line outside the scope of said broadband network, and wherein said service availability information includes DSL subscriber loop characteristics associated with said physical line.

69. (Previously Presented) The method of claim 62, wherein said network is a broadband cable network.

70. (Previously Presented) The method of claim 69, wherein said workflow includes detecting a carrier signal from said cable network and attempting to communicate with said automation server via said cable network, and said service availability information includes a signal strength of said carrier signal or an error code resulting from said attempt.

71. (Previously Presented) The method of claim 62, wherein said network is a broadband wireless network.

72. **(Currently Amended)** An automation server for establishing

broadband service between a subscriber and a service provider, comprising:

a processor for executing instructions;

a memory for storing said instructions, wherein said instructions comprise:

first instructions for receiving an order for broadband service from said

subscriber, including establishing a control dialog between said automation

server and a subscriber computer, said establishing including providing an

automation agent to said subscriber, said automation agent being ~~capable of~~

~~configuring~~ **configured to configure** said subscriber computer to initiate a

control dialog with said automation server, wherein said order includes a service

option;

second instructions for configuring said automation agent to execute a

configuration workflow, including transmitting said workflow to said automation

agent via said control dialog, said workflow being based on said service option

and including conditions for said subscriber computer to operate over said

broadband service, said automation agent being further ~~capable of performing~~

configure to perform said workflow and to determine broadband service

availability information;

third instructions for configuring physical assets of a broadband network

by employing said automation server to receive said service availability

information from said automation agent, and to configure said physical assets

based on said order and said service availability information;

fourth instructions for configuring said subscriber computer by providing to said automation agent, via said control dialog, subscriber and broadband modem configuration information, wherein said automation agent is further ~~capable of provisioning~~ **configured to provision** said subscriber computer and said broadband modem according to said configuration information; and

fifth instructions for transmitting to said automation agent a copy of an extensible service location map of an extensible service bus, wherein said extensible service location map includes a listing of a plurality of extensible services included on said extensible service bus and server location information corresponding to each extensible service of the listing.

73. (**Previously Presented**) The automation server as recited in Claim 72, wherein said subscriber is located in a geographic region of subscribers newly enabled for broadband network access by an upgrade to said network.

74. (**Previously Presented**) The automation server as recited in Claim 73, wherein said first instructions include instructions to directly access a broadband deployment database updated after said upgrading.

75. (**Previously Presented**) The automation server as recited in Claim 72, wherein said first instructions include instructions to provide said automation agent via an internet download to said subscriber.

76. (**Previously Presented**) The automation server as recited in Claim 72, wherein said service provider provides said automation agent to a computer manufacturer for preloading on said subscriber computer.

77. (**Currently Amended**) The automation server as recited in Claim 72, wherein said automation agent is ~~capable of configuring~~ **configured to configure** said subscriber computer for a baseline network access method.

78. (**Previously Presented**) The automation server as recited in Claim 72, wherein said first instructions include instructions to market, via said automation agent, said broadband service to said subscriber.

79. (**Previously Presented**) The automation server as recited in Claim 72, wherein said second instructions include instructions to receive a status resulting from said automation agent executing said workflow, and to include said status in a subscriber profile database.

80. (**Previously Presented**) The automation server of claim 72, wherein said broadband network is a DSL network.

81. (**Previously Presented**) The automation server of claim 80, wherein said workflow includes using a narrowband modem to contact a DSL line qualification server to test a physical line outside the scope of said broadband network, and wherein said service availability information includes DSL subscriber loop characteristics associated with said physical line.

82. (**Previously Presented**) The automation server of claim 72, wherein said broadband network is a cable network.

83. (**Previously Presented**) The automation server of claim 81, wherein said workflow includes detecting a carrier signal from said cable network and attempting to communicate with said automation server via said cable network,

and said service availability information includes a signal strength of said carrier

signal or an error code resulting from said attempt.

84. (**Previously Presented**) The automation server of claim 72, wherein

said broadband network is an ISDN network.

85. (**Previously Presented**) The automation server of claim 72, wherein

said broadband network is a wireless network.

Contact Information

Any inquiry concerning this communication or earlier

communications from the examiner should be directed to YVES DALENCOURT

whose telephone number is (571)272-3998. The examiner can normally be

reached on M-F 8-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the

examiner's supervisor, Ario Etienne can be reached on (571) 272-4001. The fax

phone number for the organization where this application or proceeding is

assigned is 571-273-8300.

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/YVES DALENCOURT/
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